

III] Operational Overview



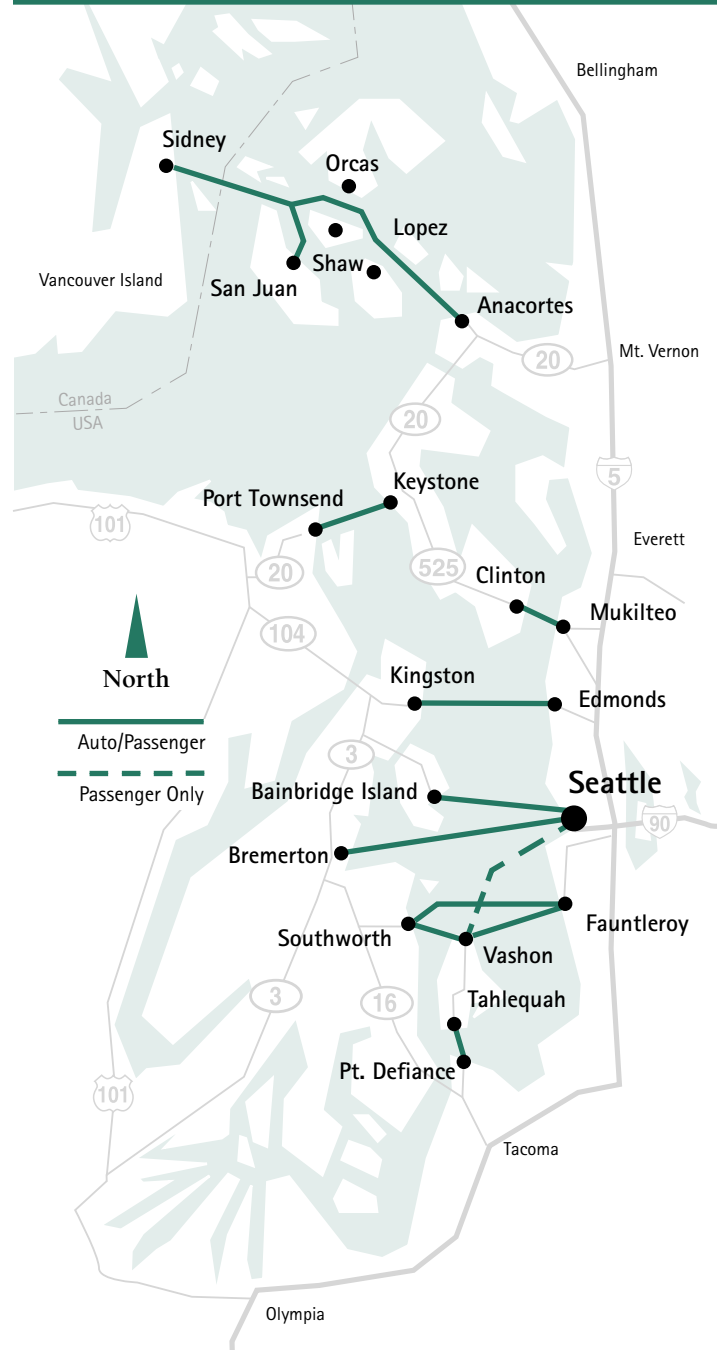
WSF's ridership consists of three categories: vehicles and their drivers, passengers in vehicles, and passengers that walk on the vessels. Total system wide ferry ridership has been declining since 1999 due to a combination of factors including a downturn in the regional economy, minor service reductions and fare increases.

Between July 1, 2001 and June 30, 2002, 25.6 million people traveled on Washington State Ferries compared to 26.6 million the previous year, a 4.2 percent decrease. WSF saw a further decline in fiscal year 2003 (July 1, 2002 through June 30, 2003), when WSF carried 24.5 million customers, a decrease of 3.7 percent from the year before.

System Wide Ridership Trends

1999	7,627,000 walk-on passengers 7,491,000 vehicle passengers 11,378,000 vehicles/drivers
2000	7,626,000 walk-on passengers 7,491,000 vehicle passengers 11,379,000 vehicles/drivers
2001	7,204,000 walk-on passengers 7,936,000 vehicle passengers 11,463,000 vehicles/drivers
2002	7,177,000 walk-on passengers 7,313,000 vehicle passengers 11,141,000 vehicles/drivers
2003	6,776,000 walk-on passengers 6,948,000 vehicle passengers 10,819,864 vehicles/drivers

WSF Routes



Ridership Statistics by Route

FY 2002	Vehicles/Drivers	Vehicle Passengers	Walk-ons
Seattle/Bainbridge	2,204,000	1,622,000	2,982,000
Edmonds/Kingston	2,359,000	1,570,000	659,000
Mukilteo/Clinton	2,259,000	1,396,000	538,000
Fauntleroy/Vashon/Southworth	1,866,000	987,000	409,000
Seattle/Bremerton	724,000	460,000	1,077,000
Anacortes/San Juans	867,000	641,000	313,000
Seattle/Bremerton PO	N/A	N/A	730,000
Keystone/Port Townsend	367,000	326,000	106,000
Tahlequah/Point Defiance	440,000	223,000	94,000
Seattle/Vashon PO	N/A	N/A	243,000
Anacortes/Sidney, BC	45,000	75,000	20,000
All Routes	11,141,000	7,313,000	7,176,000

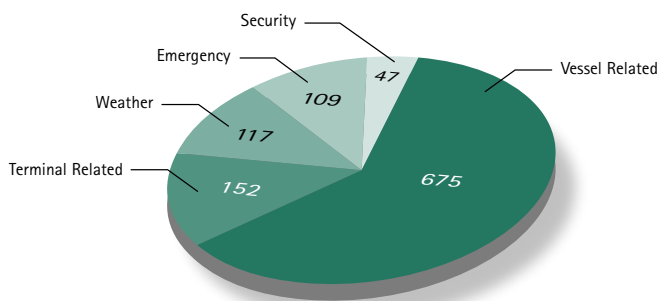
FY 2003	Vehicles/Drivers	Vehicle Passengers	Walk-ons
Seattle/Bainbridge	2,145,000	1,574,000	2,831,000
Edmonds/Kingston	2,312,000	1,495,000	623,000
Mukilteo/Clinton	2,197,000	1,322,000	510,000
Fauntleroy/Vashon/Southworth	1,755,000	860,000	433,000
Seattle/Bremerton	688,000	442,000	988,000
Anacortes/San Juans	870,000	634,000	312,000
Seattle/Bremerton PO	N/A	N/A	637,000
Keystone/Port Townsend	371,000	319,000	101,000
Tahlequah/Point Defiance	431,000	220,000	98,000
Seattle/Vashon PO	N/A	N/A	221,000
Anacortes/Sidney, BC	42,000	68,000	16,000
All Routes	10,820,000	6,948,000	6,776,000

Trip Completion

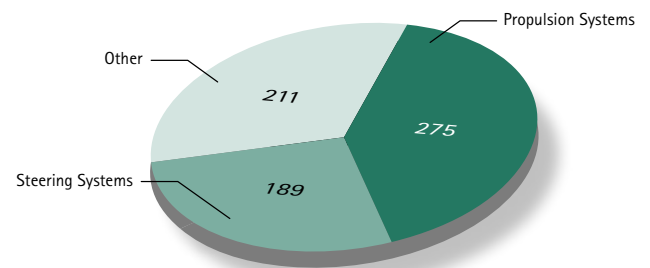
2001–2002

Scheduled Trips	178,737
Cancelled Trips	1597
Replaced Trips	552
Total Completed Trips	177,692

2001–2002 Most Common Trip Cancellation Causes



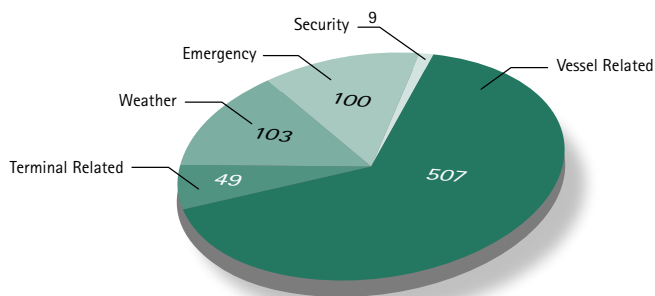
Vessel-Related Missed Trips



2002–2003

Scheduled Trips	175,652
Cancelled Trips	1,033
Replaced Trips	352
Total Completed Trips	174,971

2002–2003 Most Common Trip Cancellation Causes



Vessel-Related Missed Trips

